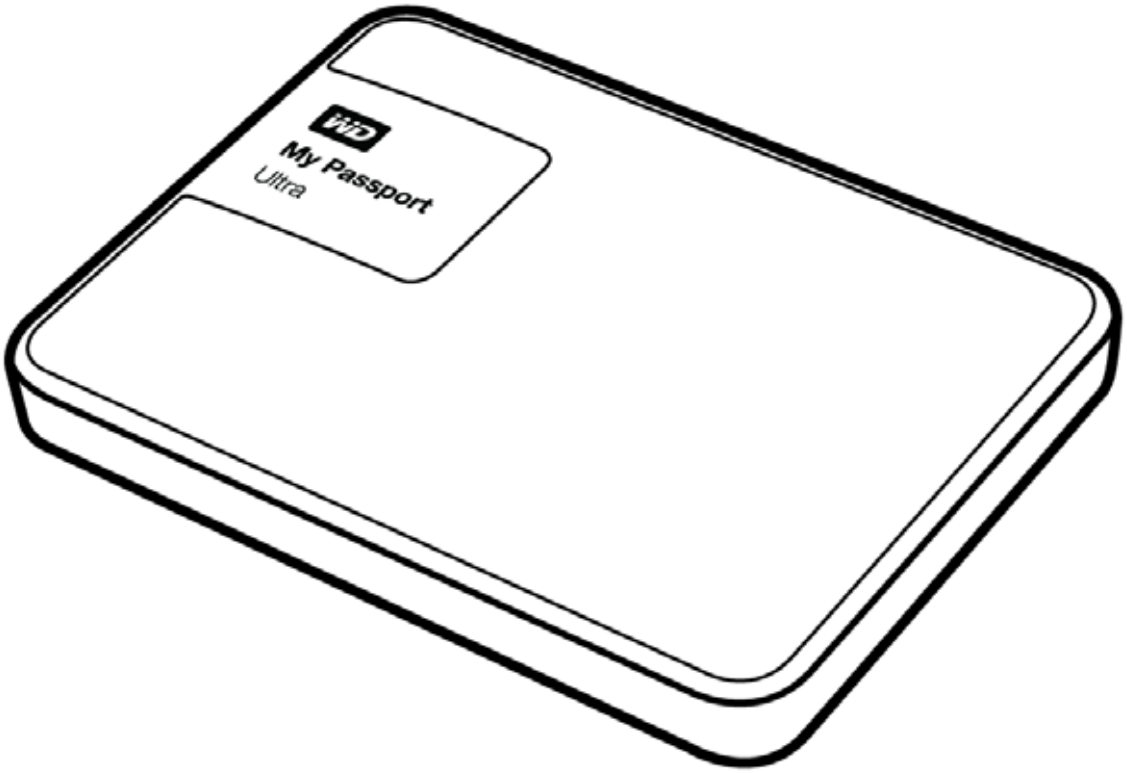
My Passport™ Ultra

Portable Hard Drive

User Manual



External Portable

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at *http://support.wd.com*. If the answer is not available or if you prefer, please contact WD™ at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wd.com*.

Accessing Online Support

Visit our product support website at *http://support.wd.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or Answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Europe (toll free)***	00800 ASK4 WDEU
English	800.ASK.4WDC		(00800 27549338)
	(800.275.4932)	**Europe**	+31 880062100
Spanish	800.832.4778	**Middle East**	+31 880062100
		Africa	+31 880062100
Mexico	001 8002754932	**Russia**	8 10 8002 335 5011
South America		**Asia Pacific**	
Chile	1230 020 5871	Australia	1800 429 861 / 0011 800 2275 4932
Colombia	009 800 83247788	China	800 820 6682 / 400 627 6682
Venezuela	0800 100 2855	Hong Kong	3057 9031
Peru	0800 54003	India	1800 200 5789 / 1800 419 5591
Uruguay	000 413 598 3787	Indonesia	001 803 852 3993
Argentina	0800 4440839	Japan	0800 805 7293
Brazil	0800 7704932	Korea	02 2120 3415
	0021 800 83247788	Malaysia	1800 817 477
		New Zealand	0508 555 639 / 00800 2275 4932
		Philippines	1800 1855 0277
		Singapore	1800 608 6008
		Taiwan	0800 225 593
		Thailand	00 1800 852 5913
		Other countries	+86 21 2603 7560

** Toll free number available in the following countries: Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, United Kingdom.*

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1 About Your WD Drive

Welcome to your My Passport™ Ultra portable hard drive. This drive offers high capacity in a sleek portable device. It features ultra-fast USB 3.0 connectivity, and both local and cloud backup.

This introductory chapter includes the following topics:

Features
Kit Contents
Optional Accessories
Operating System Compatibility
Disk Drive Format
Physical Description
Registering Your Drive
Handling Precautions

Features

With a compact design, high capacity, and your choice of local or cloud backup, My Passport Ultra fits perfectly into the busy life of anyone with an on-the-go digital life.

Ultra-fast transfer rates—When connected to a USB 3.0 port, your My Passport Ultra drive lets you access and save files with blazing speed. Reduce transfer time by up to three times when compared to USB 2.0 transfer time.*

*Performance may vary based on your hardware and system configuration.

Automatic, scheduled backup software—The WD Backup™ software works quietly in the background to help protect your data using minimal computer resources. Set the backup schedule to automatically back up your files at any time, on any day, week, or month.

Local and cloud backup—Choose where you back up your files. Back up files to your My Passport Ultra drive or back up files to the cloud using Dropbox.*

*A Dropbox account is required for cloud backup. Cloud services can be changed, terminated, or interrupted at any time and can vary by country.

Works great with Windows® 8—The WD app for Windows 8 makes it easy to discover the digital media stored on your My Passport Ultra drive with your Windows 8 computer. Your content is automatically displayed and organized so you can easily locate and enjoy your photos, videos, and music.

Ultra-sleek design with high capacity—This ultra-sleek drive is thin and fast with plenty of capacity for your important digital content.

USB 3.0 and USB 2.0 compatibility—With this single drive you get compatibility with the latest USB 3.0 devices and backward compatibility with USB 2.0 devices as well.

WD Drive Utilities™ software—Register your drive, set the drive sleep timer, run diagnostics, and more using the WD Drive Utilities software.

Durable enclosure protects the drive inside—We know your data is important to you. So we build the drive inside to our demanding requirements for durability, shock tolerance, and long-term reliability. Then, we protect the drive with a durable enclosure designed for beauty.

USB-powered—Powered directly from the USB port on your computer. No separate power supply is needed.

Important: For the latest WD product information and news, visit our website at *http://www.westerndigital.com*. For the latest software, firmware, and product documentation and information, go to *http://support.wd.com/downloads*.

Kit Contents

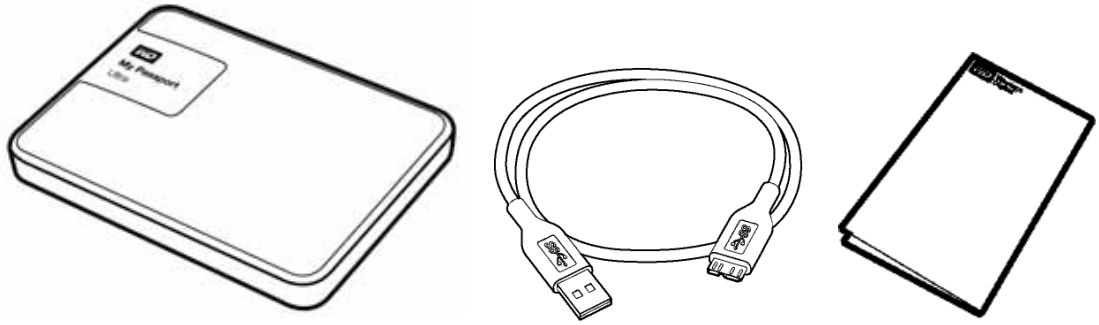
As shown in Figure 1, your My Passport Ultra drive kit includes the following:

- My Passport Ultra portable hard drive, with the WD Backup and WD Drive Utilities, and WD Quick View software
- USB 3.0 cable
- Quick Install Guide

Optional Accessories

For information about optional accessories for WD products, visit:

US	*www.wdstore.com*
Canada	*www.wdstore.ca*
Europe	*www.wdstore.eu*
Australia	*www.wdstore.com.au*
Singapore	*www.wdstore.sg*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *http://support.wd.com* and see Knowledge Base Answer ID 1048.



My Passport Ultra Portable Hard Drive | USB 3.0 Cable | Quick Install Guide

Figure 1. My Passport Ultra Portable Hard Drive Kit Components

Operating System Compatibility

Your My Passport Ultra drive and the WD Drive Utilities software are compatible with the following operating systems:

Windows

- Windows Vista®
- Windows 7
- Windows 8
- Windows 8.1

Mac OS X

- Snow Leopard
- Lion
- Mountain Lion
- Mavericks
- Yosemite

The WD Backup software is compatible with the following operating systems:

- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update**.

Disk Drive Format

Your My Passport Ultra drive is formatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use the drive with a Mac computer, see “Reformatting the Drive” on page 30 and “Troubleshooting” on page 31.

Physical Description

As shown in Figure 2 on page 4, the My Passport Ultra drive has:

- A USB 3.0 interface port
- A power/activity LED indicator

USB 3.0 Interface

USB 3.0 supports data transfer rates up to 5 Gb/s.

USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

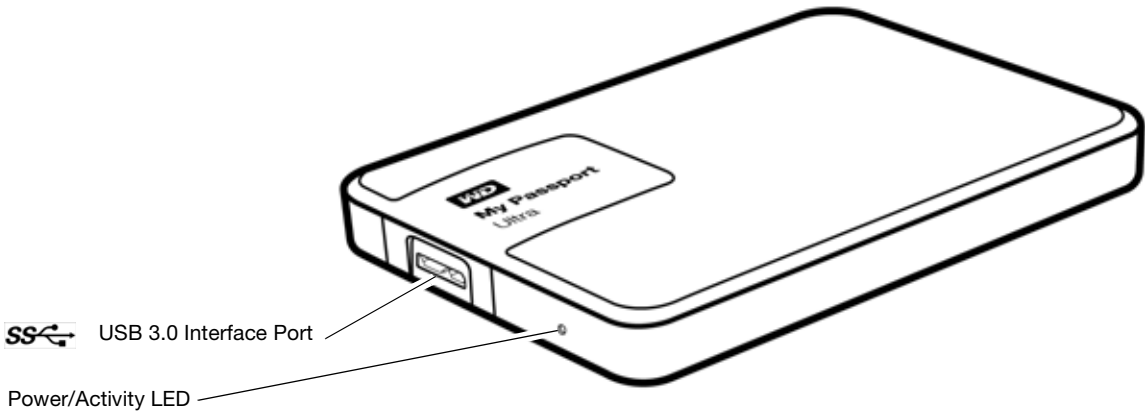


Figure 2. My Passport Ultra Drive

Power/Activity LED

The power/activity LED shows the drive's power state as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

Registering Your Drive

Always register your My Passport Ultra drive to get the latest updates and special offers. You can easily register your drive using the WD Drive Utilities software, as described in "Registering the Drive" on page 22. Another way is to register online at *http://register.wd.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

2 Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive and installing the WD Drive Utilities and WD Backup software on your computer. It includes the following topics:

Connecting the Drive
Getting Started with the WD Software

Connecting the Drive

1. Turn on your computer.
2. Connect the drive to your computer as shown in Figure 3.
3. Verify that the drive appears in your computer's file management utility listing.
4. If a Found New Hardware screen appears, click **Cancel** to close it. The WD software installs the proper driver for your drive.

Your My Passport drive is now ready to use as an external storage device. You can enhance its capabilities by installing the WD software that is on the drive:

- WD Backup
- WD Drive Utilities
- WD Quick View

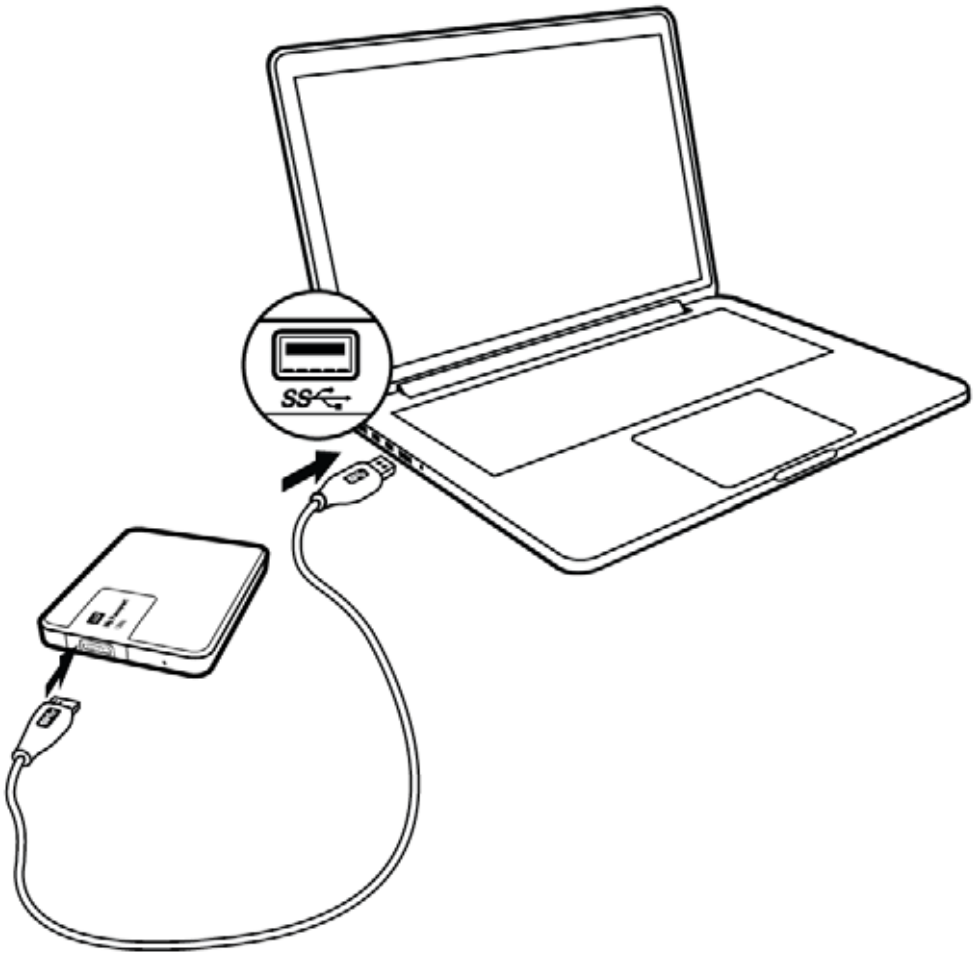
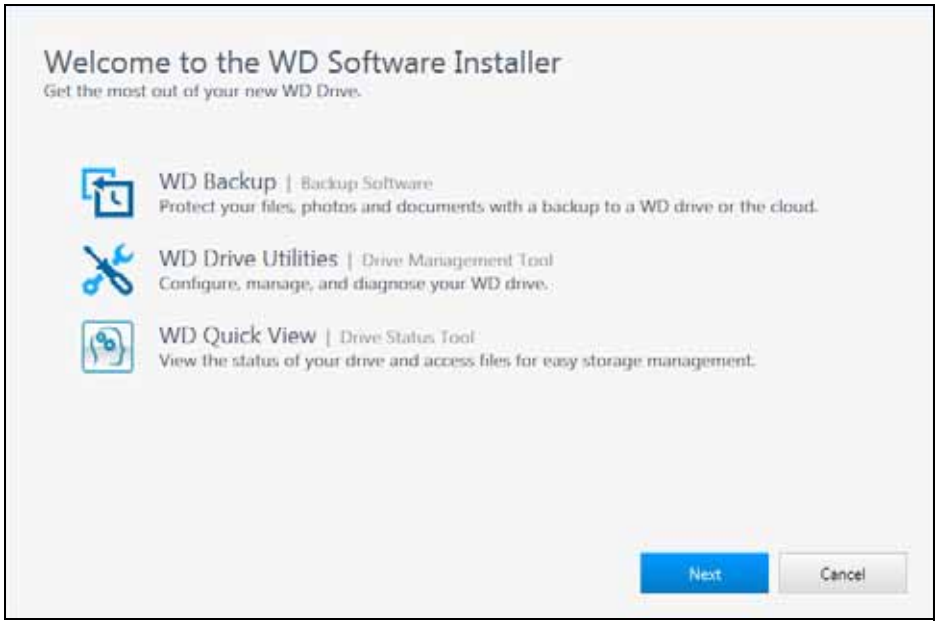


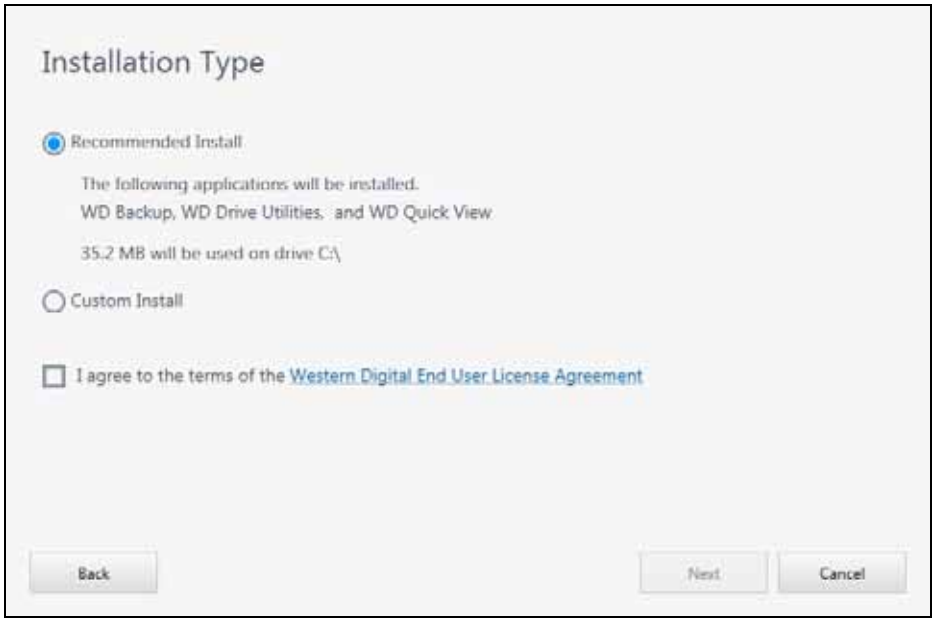
Figure 3. Connecting the My Passport Drive

Getting Started with the WD Software

1. Double-click the WD Apps Setup file that appears in the listing for the drive in your computer's file management utility to display the WD Apps Setup wizard, Software Installer dialog:


Welcome to the WD Software Installer
Get the most out of your new WD Drive.
WD Backup | Backup Software
Protect your files, photos and documents with a backup to a WD drive or the cloud.
WD Drive Utilities | Drive Management Tool
Configure, manage, and diagnose your WD drive.
WD Quick View | Drive Status Tool
View the status of your drive and access files for easy storage management.
Next
Cancel

2. Click **Next** to display the Installation Type dialog:


Installation Type
Recommended Install
The following applications will be installed.
WD Backup, WD Drive Utilities, and WD Quick View
35.2 MB will be used on drive C:\
Custom Install
I agree to the terms of the Western Digital End User License Agreement
Back
Next
Cancel

3. On the Installation Type dialog:
   a. Select the option that you want to use for the installation:
      - **Recommended Install**—Installs all of the WD software
      - **Custom Install**—Installs only the WD software that you select
   b. Click the **Western Digital End User License Agreement** link and read the agreement.

c. Select the **I agree...** check box to accept the agreement and activate the **Next** button.

d. Click **Next**.

4. The dialog that appears depends on the installation option you selected at Step 3:

IF you selected the . . . option	THEN . . .
Recommended Install	The Installing Applications dialog appears.
Custom Install	The Custom Install dialog appears: On the Custom Install dialog: a. Select the check boxes for the applications that you want to install. b. Click **Next** to display the Installing Applications dialog.

5. The Installing Applications dialog:

Installing Applications
WD Backup
WD Drive Utilities
WD Quick View
Have a backup plan
Configure WD Backup to ensure your important files, photos and documents are safely copied to a second location.
Cancel

- Shows the progress of the software installation
- Displays a brief description of each application

- Adds a desktop shortcut icon for each installed application:

- Adds the WD logo and WD Quick View icons to the Windows taskbar:

- Replaces the **Cancel** button with a **Next** button when the installation is complete

6. Click **Next** to display the Installation Complete dialog:

Installation Complete
What would you like to do next?
Back up files with WD Backup
Manage your drive with WD Drive Utilities
Finish

7. On the Installation Complete dialog, click:
   - **Back up files...** to display the WD Backup screen, Select your WD storage device or cloud service dialog. See Figure 4 on page 9 and “Backing Up Files” on page 10.
   - **Manage your drive...** to display the WD Drive Utilities screen, Diagnose dialog. See Figure 5 on page 9 and “Managing and Customizing the Drive” on page 20.
   - **Finish** to close the Installation Complete dialog.

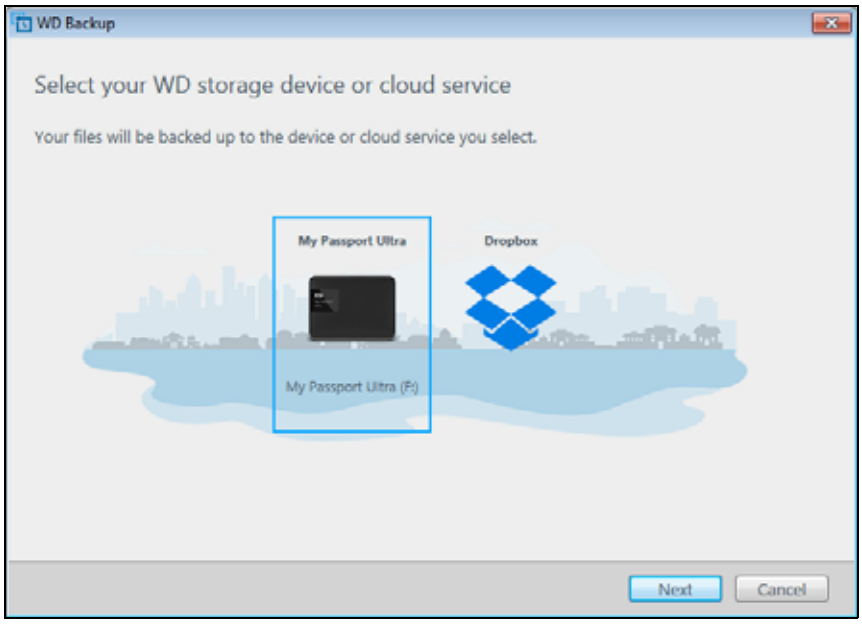

WD Backup
Select your WD storage device or cloud service
Your files will be backed up to the device or cloud service you select.
My Passport Ultra
Dropbox
My Passport Ultra (F:)
Next
Cancel

Figure 4. WD Backup Screen

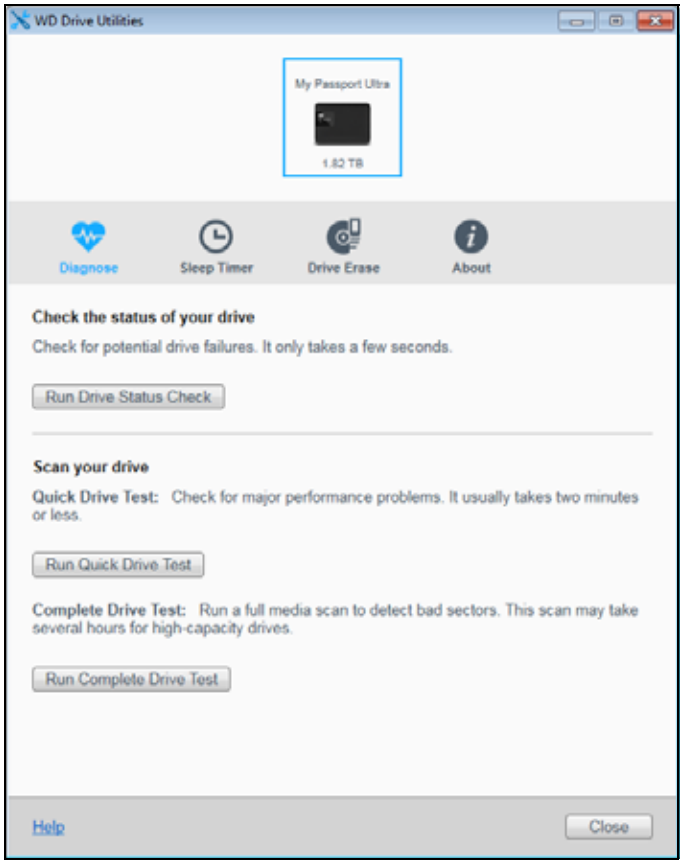

WD Drive Utilities
My Passport Ultra
1.82 TB
Diagnose
Sleep Timer
Drive Erase
About
Check the status of your drive
Check for potential drive failures. It only takes a few seconds.
Run Drive Status Check
Scan your drive
Quick Drive Test: Check for major performance problems. It usually takes two minutes or less.
Run Quick Drive Test
Complete Drive Test: Run a full media scan to detect bad sectors. This scan may take several hours for high-capacity drives.
Run Complete Drive Test
Help
Close

Figure 5. WD Drive Utilities Screen

Note: The displayed capacity matches the capacity of the connected drive.

3 Backing Up Files

This chapter includes the following topics:

How the Backup Function Works
Backing Up Files

How the Backup Function Works

The WD Backup software is a *scheduled* backup application that automatically backs up the files that you select on the schedule that you specify.

When you create a backup plan, you specify the backup:

- Target—the external storage device where you will copy your files for backup protection. The backup target can be any supported:
  - External storage drive
  - Cloud service account
- Source—the computer files and folders that you want to copy to the backup target for backup protection. The backup source can be any:
  - Internal hard drive or hard drive partition
  - External storage drive
  - Supported cloud service account
- Schedule—the time of day, day of week, and month that you want to run the backup.

When you click **Start Backup** after creating a backup plan, the WD Backup software copies all of the specified backup source files and folders to the specified backup target. Then, on the schedule you specified, the WD Backup software automatically backs up any:

- New file that was created in or copied to a backup-protected device or folder
- Existing backup-protected file that was changed

This protection is automatic—the WD Backup software does it for you without any action on your part. Just leave the backup source and target devices connected to your computer.

> ***Note:*** Whenever you disconnect and reconnect a backup target or source device, the WD Backup software rescans the backup source device for new or changed files and resumes automatic backup protection according to the schedule.

Excluded Files—The WD Backup software will not back up files that have specific:

- Attributes
- Names
- Extensions
- Start/end values

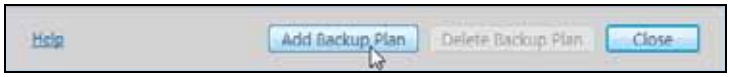
Table 1 on page 11 lists the excluded file types.

Table 1. Excluded Files.

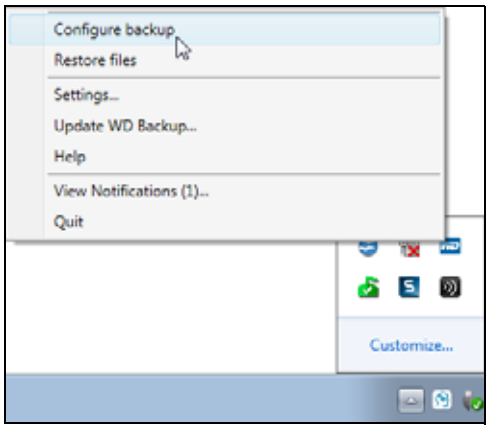
File	Excluded Values
Attributes	reparsePoint temporary
Name includes	\AppData\Roaming\Microsoft\Windows [CommonApplicationData]\Western Digital\ [CommonApplicationData]\Microsoft\Windows\Caches\ config.msi MSOCache ntuser.dat ntuser.ini [RecycleBin] $recycle.bin recycler [Root]\Drivers\ [Root]\Temp\ System Volume Information WD Backup.swstore .WD Hidden Items WD SmartWare.swstor [Windows]
Extensions	.ds_store .temp .tmp .wdsync
Starts with	~
Ends with	desktop.ini .dropbox .dropbox.attr hiberfil.sys -journal pagefile.sys thumbs.db

Backing Up Files

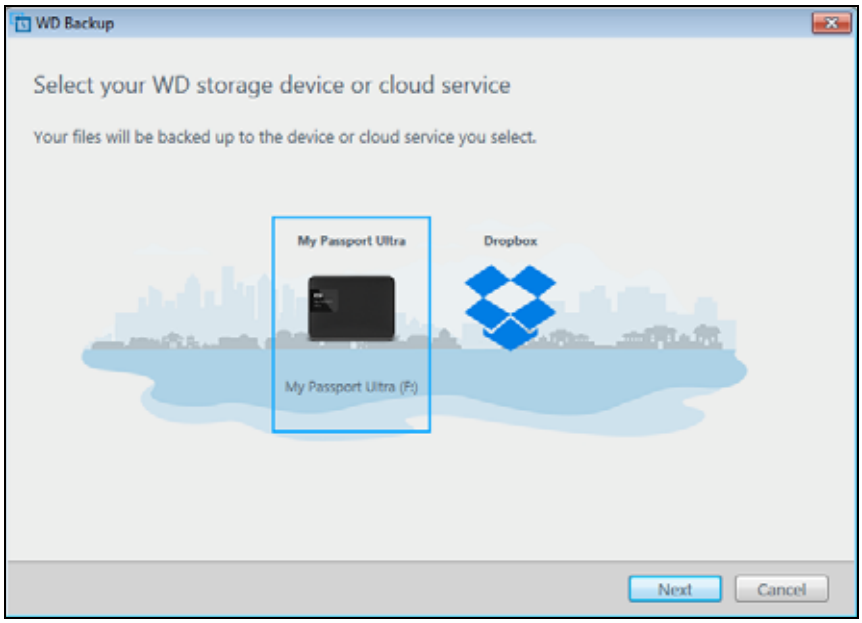
1. Open the Select your WD storage device or cloud service dialog by clicking either:
   - **Add Backup Plan** on the WD Backup screen:



   - **Configure backup** on the WD Backup view menu from the Windows taskbar:

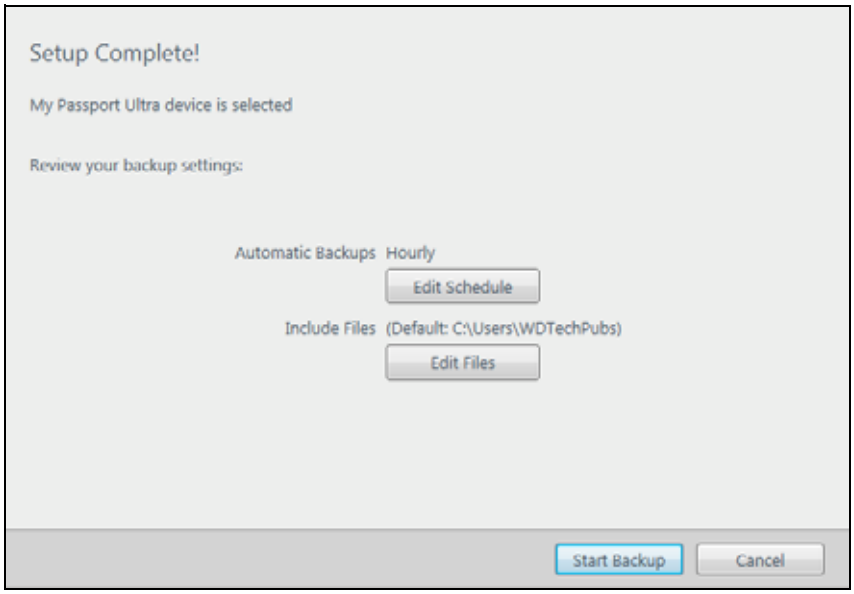


2. The Select your WD storage device or cloud service dialog shows all of the hardware devices and cloud service accounts that you can use for a backup target device:


WD Backup
Select your WD storage device or cloud service
Your files will be backed up to the device or cloud service you select.
My Passport Ultra
Dropbox
My Passport Ultra (F:)
Next
Cancel

   a. Select to highlight the device that you want to use.
   b. If you have more than three available devices, use the left- and right-scroll buttons to see them all.

c. Click **Next** to display the Setup Complete dialog:



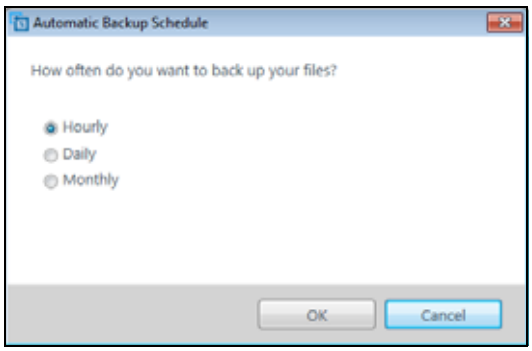
Note: If you selected a cloud service account, the WD Backup software displays a sign in dialog that you must complete to continue. See See "Configuring Your Cloud Service Account" on page 27.

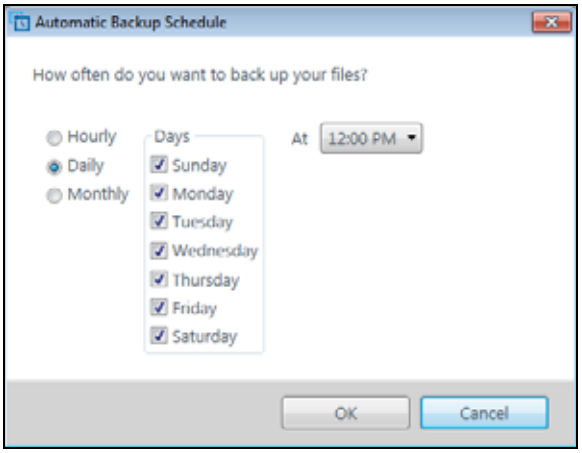
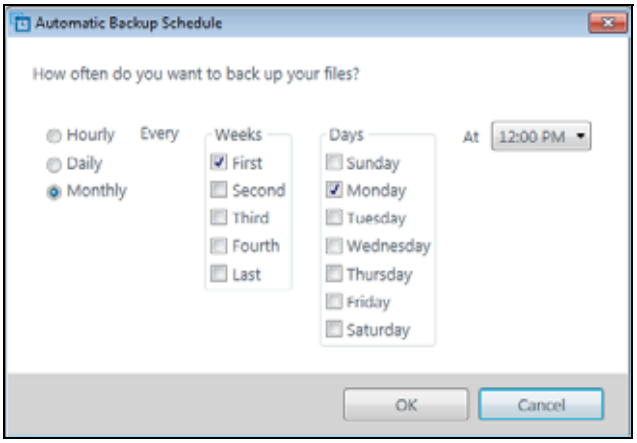
3. The initial/default configuration of the backup settings on the Setup Complete dialog is for hourly backups of everything in the Windows Users folder for your computer user name.

On the Setup Complete dialog:

IF you want to . . .	THEN click . . .
Accept the default settings	**Start Backup** to save and launch your backup plan and close the Setup Complete dialog. Skip to Step 10 on page page 16.
Specify a different backup schedule	**Edit Schedule** to display the Automatic Backup Schedule screen and proceed to Step 4.
Change the Include Files setting	**Edit Files** to display the Select Files to Back Up screen and skip to Step 7 on page 15.

4. On the Automatic Backup Schedule screen, select the option for the automatic backup schedule that you want:



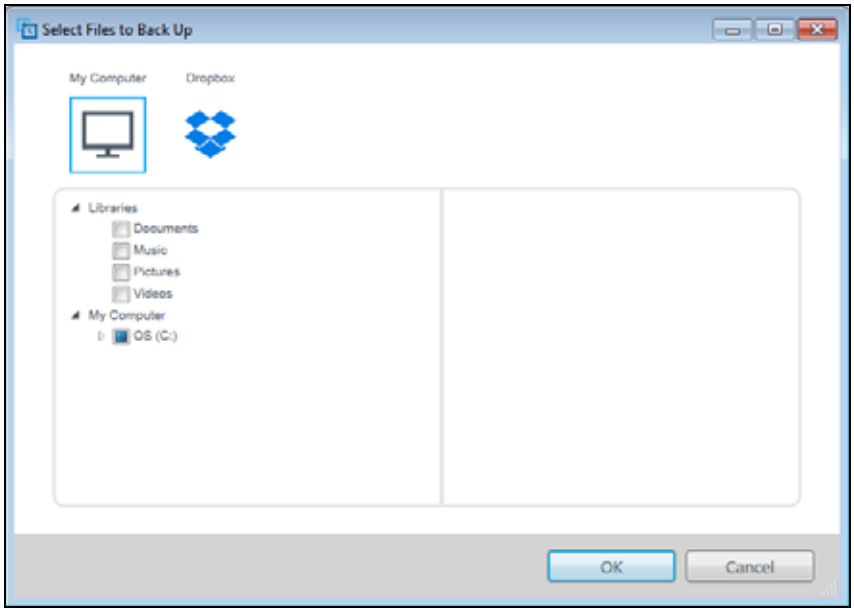
Selecting . . .	Configures automatic backups . . .
Hourly	Every hour, on the hour, 24 hours/day, 7 days/week.
Daily	Once a day, on the days of the week you select, at the hour or half-hour you specify.  For a daily backup: a. Select or clear the **Days** check boxes to specify the days of the week you want to run your backup. b. Use the **At** drop-down list box to specify the time of day that you want to run your backup.
Monthly	Once a month on the day you select, at the hour or half-hour you specify.  For a monthly backup: a. Select or clear the **Weeks** check boxes to specify which occurrences of the day that you want to run your backup—First, Second, Third, Fourth, or Last. b. Select or clear the **Days** check boxes to specify the days of the week that you want to run your backup. c. Use the **At** drop-down list box to specify the time of day that you want to run your backup.

5. Click **OK** to save and implement your change to the backup schedule and close the Automatic Backup Schedule screen.

6. After changing the backup schedule:

IF you want to . . .	THEN click . . .
Accept the default Include Files setting	**Start Backup** to save and launch your backup plan and close the Setup Complete dialog. Skip to Step 10 on page 16.
Change the Include Files setting	**Edit Files** to display the Select files to back up screen and proceed to Step 7.

7. On the Select Files to Back Up screen:



   a. Click to select the device that has the files and folders you want to back up:
      - My Computer
      - Dropbox

      Note: If the files and folders you want to back up are in a Dropbox cloud service account and you have not configured the account for access by the WD Backup software, see "Configuring Your Cloud Service Account" on page 27.

   b. In the file structure view of the selected device, click the selectors to open the listings and select the check box for each file and folder that you want to back up. Note that selecting the check box for a folder automatically selects the check boxes for all of the files and subfolders in the folder.

   c. Clear the check box for each file and folder that you do not want to include in the backup. Note also that clearing the check box for a folder automatically clears the check boxes for all of the files and subfolder in the folder.

      Note: The default backup source is everything in the Windows Users folder for your computer user name. Be sure to clear that selection if you do not want to include those files and folders in your backup.

   d. Click **OK** to save your selections and close the Select Files to Back Up screen.

8. Verify that your Automatic Backups and Include Files specifications are correct.

9. Click **Start Backup** to save and launch your backup plan and close the Setup Complete dialog.
10. The WD Backup software runs the first backup immediately and shows the progress with a Backup in progress (*x* % complete) message on the Backup dialog. After the initial backup completes, the backup runs automatically according to the specified schedule.

4 Restoring Files

This chapter includes the following topics:

How the Restore Function Works
Restoring Files

How the Restore Function Works

The WD Backup software makes it easy for you to restore backed up files from your backup target device to either:

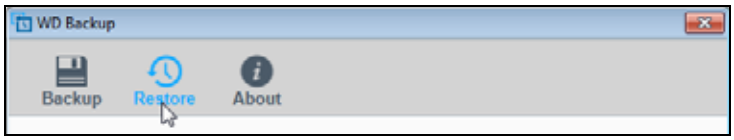
- Their original locations on the backup source device
- Any other location you select

Restore is generally a four-step process:

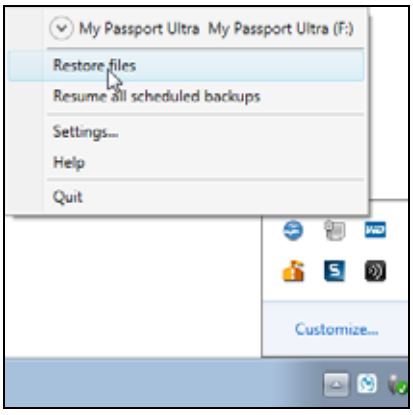
1. Select the backup target device and the scheduled backup that has the files you want to restore.
2. Select the location where you want to restore the files.
3. Specify what you want to restore—either individual files and folders, or everything.
4. Restore the files.

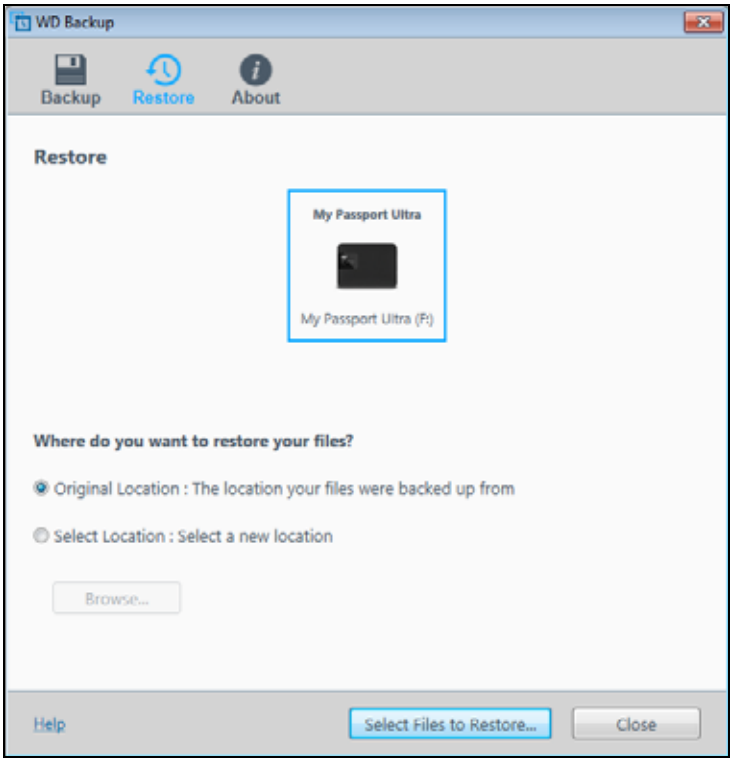
Restoring Files

1. Open the **Restore** dialog by clicking either:
   - **Restore** on the WD Backup screen:



   - **Restore files** on the WD Backup view menu from the Windows taskbar:





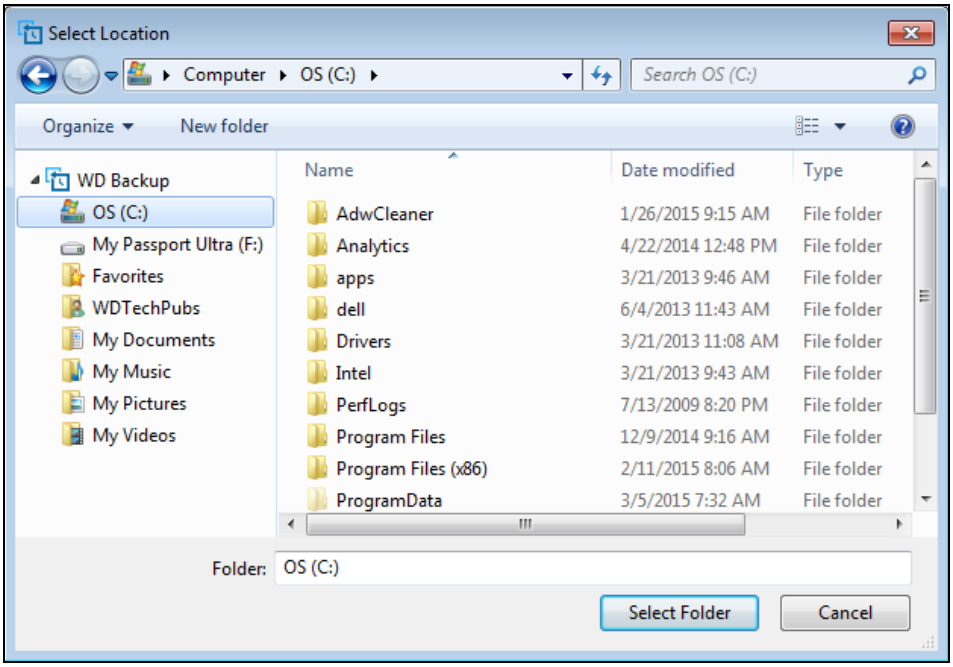
2. On the Restore dialog:

a. If you have more than one backup target device connected to your computer, click to select the one that has the backup files you want to restore.

b. Select the location option for where you want to restore the files:

- **Original Location** and proceed to Step c on page 19
- **Select Location** to activate the **Browse** button and:

(1) Click **Browse** to display the Select Location screen:

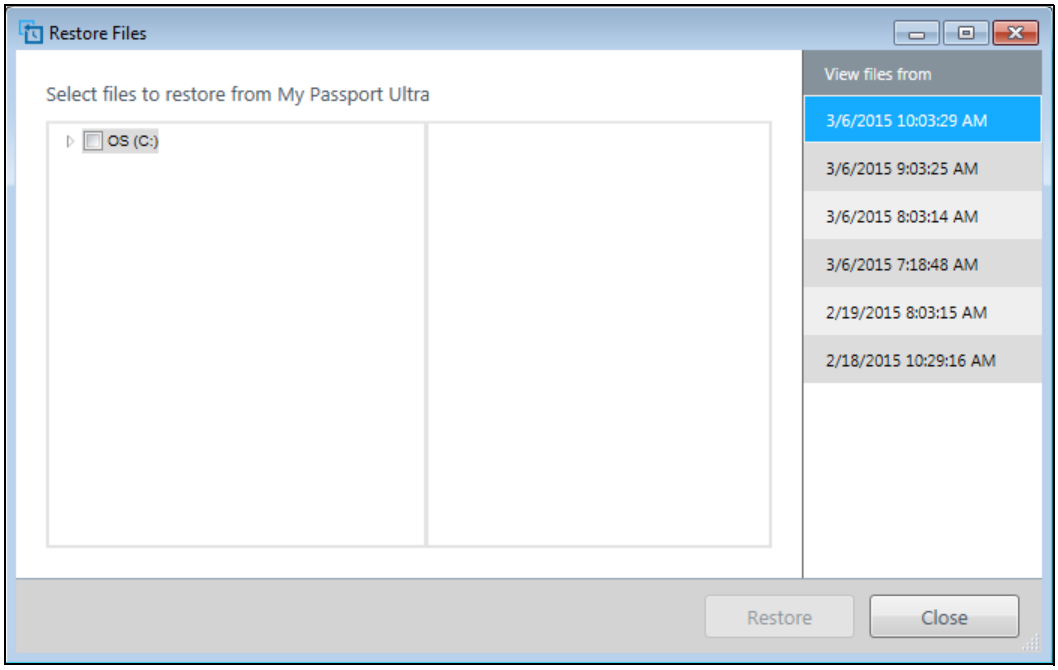


(2) Use the folder structure view of your computer to select the restore location.

(3) With the selected folder name in the Folder box, click **Select Folder**.

(4) The WD Backup software closes the Select Location screen and displays the path to the selected folder on the Restore dialog.

c. Click **Select Files to Restore** to display the Restore Files screen with the most-recent backup selected by default in the View files from list:



3. On the Restore Files screen:

a. In the View files from list, select the backup that has the files you want to restore.

b. Use the folder structure view of the selected backup to specify the files that you want to restore:

IF you want to restore . . .	THEN . . .
All of the files in the selected backup	Select the top-level check box to specify the entire backup.
Selected files and folders	**1** Click the selectors in the folder structure view of the backup to open the folders and subfolders. **2** Select the check boxes for the files or folders that you want to restore. Note that selecting the check box for a folder automatically selects all of the files and subfolders in the folder.

c. Click **Restore** to restore the selected files or folders to the specified location.

5 Managing and Customizing the Drive

This chapter includes the following topics:

Checking Drive Health
Erasing the Drive
Registering the Drive
Restoring the WD Software and Disk Image
Setting the Drive Sleep Timer
Using the WD Quick View Icon
    Checking Drive Status
    Monitoring Icon Alerts
    Safely Disconnecting the Drive

The WD Drive Utilities software (see Figure 5 on page 9) makes it easy for you to manage and customize your drive for the best possible performance:

- Diagnose—Run diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turn your drive off during extended periods of inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the data on the drive, including your password if you have one.
- About—See the installed software version, check for software updates, and register your drive to receive free technical support during the warranty period and find out about product enhancements and price discount opportunities

Checking Drive Health

The WD Drive Utilities software provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- Drive status check

  The drive status check is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

  The result of a drive status check is a pass or fail evaluation of the drive's condition.

- Quick drive test

  Your drive has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

  The result of a quick drive test is a pass or fail evaluation of the drive's condition.

- Complete drive test

  The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions and inserts bad sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the drive status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 5 on page 9.
2. If you have more than one supported drive connected to your computer, select the one that you want to check.
3. On the Diagnose dialog, click the button for the test that you want to run:
   - **Run Drive Status Check**
   - **Run Quick Drive Test**
   - **Run Complete Drive Test**

Erasing the Drive

CAUTION! Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing it.

Note: Erasing your drive also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your drive to its original configuration after erasing the drive.

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 5 on page 9.
2. If you have more than one supported device connected to your computer, select the one that you want to erase.
3. On the WD Drive Utilities screen, click **Drive Erase** to display the Drive Erase dialog:

Diagnose
Sleep Timer
Drive Erase
About
This utility permanently erases all the data on your drive. If you wish to save any data on your drive, backup your data prior to running this utility.
Volume Name
My Passport Ultra
I understand that by clicking Erase Drive, all data on the drive will be permanently erased.
Erase Drive

4. On the Drive Erase dialog:
   a. If you want to change the volume name, type over the name in the **Volume Name** box.

b. Read the explanation of the loss of data if you erase your drive. If you want to save any of the data that is on the drive, back it up to another device before continuing with the drive erase.

c. Click the **I understand...** check box to signify that you accept the risk and activate the **Erase Drive** button.

d. Click **Erase Drive**.

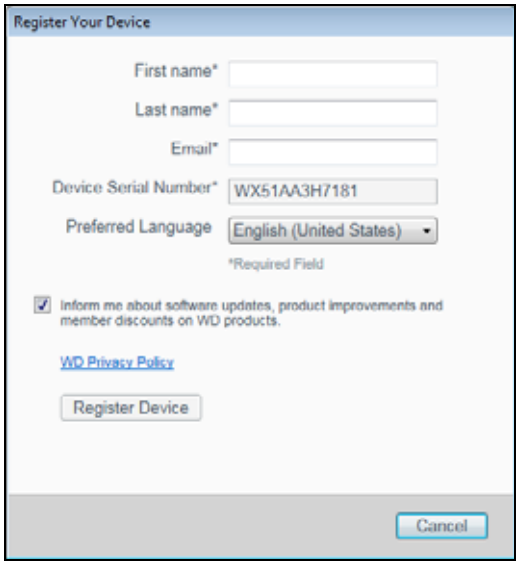
Go to *http://support.wd.com* and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport drive.

Registering the Drive

The WD Drive Utilities software uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.
2. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 5 on page 9.
3. If you have more than one supported device connected to your computer, select the one that you want to register.
4. Click **About** > **Register** to display the Register Your Device screen:



5. On the Register Your Device screen:
   a. Type your first name in the **First name** box.
   b. Type your last name in the **Last name** box.
   c. Type your email address in the **Email** box.
   d. Select your language in the **Preferred Language** box.

e. Select or clear the **Inform me about...** check box to specify whether you want to receive notifications about software updates, product enhancements, and price discount opportunities.

f. Click **Register Device**.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your drive, erasing or reformatting the drive also removes the WD software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software and disk image on your drive. To do this, after you have erased or reformatted the drive, go to *http://support.wd.com* and see Knowledge Base Answer ID 7.

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 5 on page 9.
2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **Sleep Timer** to display the Sleep Timer dialog:

Diagnose
Sleep Timer
Drive Erase
About
Sleep Timer
Specify when your drive will go into sleep mode when not in use.
Note: If you have configured sleep setting for your operating system, they may override the settings in this application.
Sleep Timer
ON
Select Time
30 minutes

4. On the Sleep Timer dialog:
   a. Verify or click the **Sleep Timer** on/off toggle button to the **ON** position.
   b. In the **Select Time** box, select the inactivity period for turning off the drive.

Using the WD Quick View Icon

After you have installed the WD software, the WD Quick View icon displays in the system tray portion of the Windows taskbar:

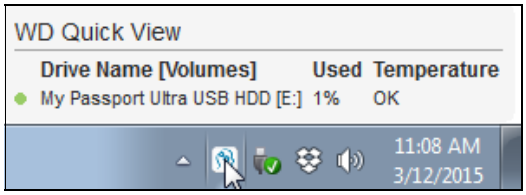
You can use the icon to:

- Check the status of supported WD drives
- Monitor icon alerts
- Safely disconnect supported WD drives

The following sections describe how to use the icon and other ways to do these things.

Checking Drive Status

For supported WD drives, you can see the drive capacity used and check the drive temperature condition by hovering the pointer over the WD Quick View icon in the Windows taskbar:



Monitoring Icon Alerts

The WD Quick View icon in the Windows taskbar flashes to indicate the status of supported WD devices:

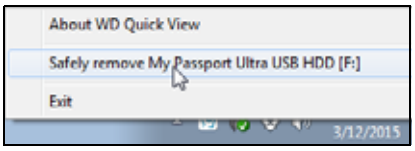
IF the WD Quick View icon flashes . . .	THEN the device might be . . .
Green and white	In a format that the WD software does not understand (non-Windows format in a Windows environment).
Red and white	Overheated. Power down the device and let it cool for 60 minutes. Power it back up, and if the problem persists, contact WD Support.

Safely Disconnecting the Drive

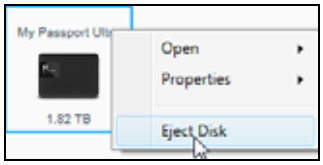
CAUTION! To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

You can safely disconnect the drive by either:

- Clicking the WD Quick View icon in the Windows taskbar and selecting the **Safely remove My Passport Ultra...** option:



- Right-clicking the drive icon on the WD Drive Utilities screen and selecting the **Eject Disk** option:



Wait for the power/activity LED to stop flashing before disconnecting the drive from the computer.

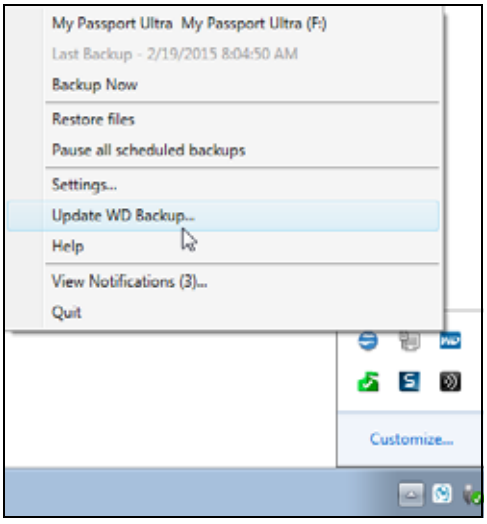
6 Managing and Customizing the Software

This chapter includes the following topics:

Checking for Software Updates
Configuring Your Cloud Service Account
Uninstalling the WD Software

Checking for Software Updates

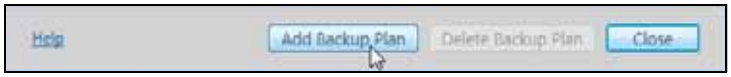
If an update is available, follow the on-screen download and installation instructions:

Software	Procedure
WD Drive Utilities	**1** Open the WD Drive Utilities software by clicking either: ■ The WD Drive Utilities desktop shortcut icon ■ **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities** See Figure 4 on page 9. **2** Click the **About** icon and the **Check for Updates** button:
WD Backup	When the WD Backup software determines that a software update is available, it: ■ Generates and displays a software update notification ■ Adds the **Update WD Backup** selection to the WD Backup view menu **1** Click the WD logo icon in the Windows taskbar and select **WD Backup** to display the WD Backup view menu. **2** Select **Update WD Backup**: 

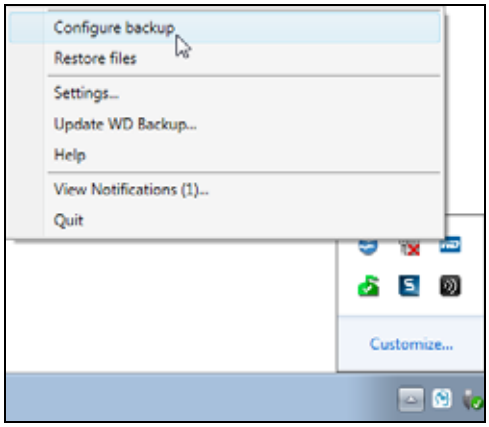
Configuring Your Cloud Service Account

Before you can use a cloud service as a backup source or target device, you must configure your account for access by the WD Backup software.

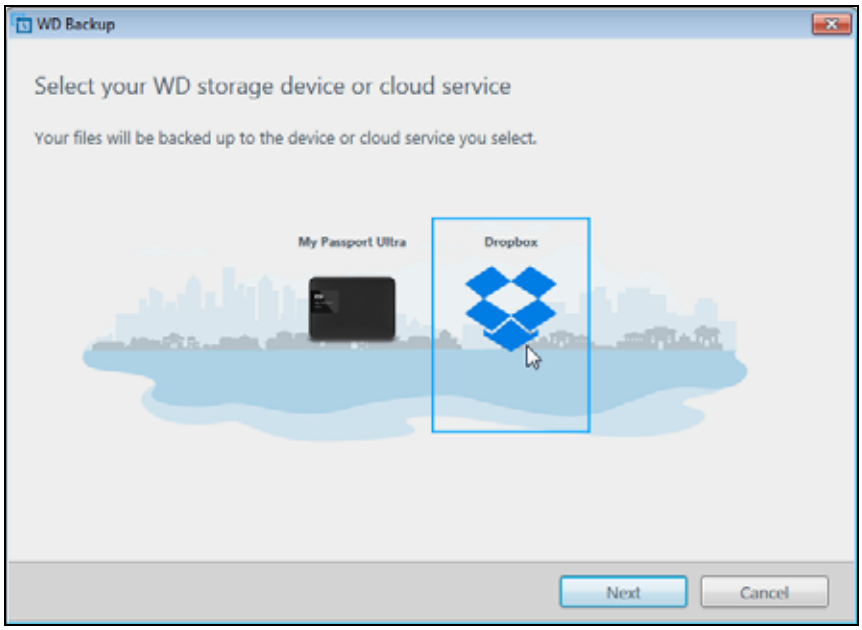
1. Open the Select your WD storage device or cloud service dialog by clicking either:
   - **Add Backup Plan** on the WD Backup screen:



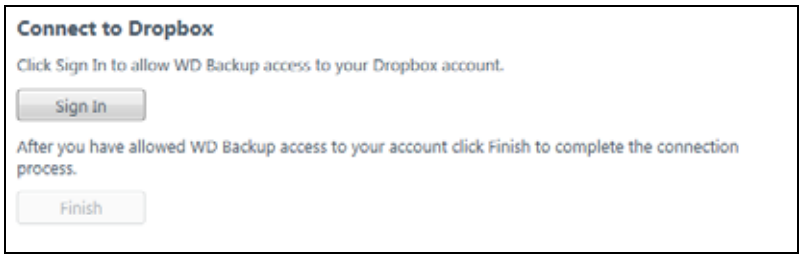
   - **Configure backup** on the WD Backup view menu from the Windows taskbar:



2. On the Select your WD storage device or cloud service dialog, select to highlight the Dropbox icon:


WD Backup
Select your WD storage device or cloud service
Your files will be backed up to the device or cloud service you select.
My Passport Ultra
Dropbox
Next
Cancel

3. Click **Next** to display the connection dialog for your Dropbox account:


Connect to Dropbox
Click Sign In to allow WD Backup access to your Dropbox account.
Sign In
After you have allowed WD Backup access to your account click Finish to complete the connection process.
Finish

4. On the connection dialog:

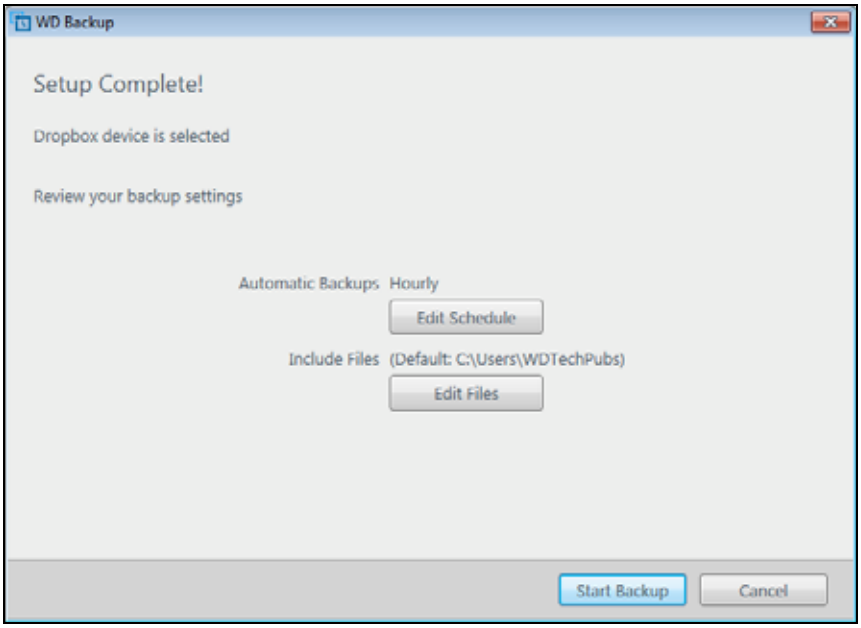
   a. Click **Sign in**. The WD Backup software initiates a connection request on your behalf and uses your Web browser to access the Dropbox website.

   b. If you have not configured your account to remember your login credentials, type your email address and password and click **Sign in** to see the connection request from the WD Backup software.

   c. Click **Allow**.

   d. The Success! indication signifies that the WD Backup software has been granted access to your Dropbox account.

   e. Click **Finish** on the Dropbox connection dialog to finalize the configuration and display the Setup Complete dialog with Dropbox selected as your backup target device:



Uninstalling the WD Software

Use your operating system's Add or Remove Programs function to uninstall the WD software from your computer.

Operating System	Procedure
Windows Vista or Windows 7	**1** Click **Start** > **Control Panel**. **2** Double-click **Programs and Features**. **3** Click **Uninstall a program** and select the application or the icon for the WD software that you want to uninstall: ■ WD Drive Utilities ■ WD Backup **4** Click **Uninstall/Change** and **Yes** at the Do you wish to proceed... prompt.
Windows 8	**1** Right-click the tile for the WD Software that you want to uninstall on the Start screen: ■ WD Drive Utilities ■ WD Backup **2** Select **Uninstall** in the Windows taskbar. **3** Click **Yes** at the Are you sure... prompt.

7 Using the Drive with a Mac Computer

The My Passport drive is formatted as a single NTFS partition for compatibility with updated Windows operating systems. To use the drive on Mac OS X operating systems, and to use Time Machine, if you want, you must reformat the drive to a single HFS+J partition.

This chapter includes the following topics:

Reformatting the Drive
Restoring the WD Software and Disk Image

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *http://support.wd.com* and refer to Knowledge Base Answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 31 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

After you have reformatted your My Passport drive for use on Mac computers, go to *http://support.wd.com* and see Knowledge Base Answer ID 7 for information about downloading and restoring the Mac version of the WD Drive Utilities software and disk image on your My Passport drive.

The WD Backup software is not available for Mac computers.

8 Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at *http://support.wd.com* and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ Partition, and format a WD drive on Windows (8, 7, Vista) and Mac OS X	3865
▪ Convert a Mac OS X GPT partition to an NTFS partition in Windows 7 or Vista	3647
▪ Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library)	1425
▪ Format a WD external hard drive in FAT32* (to use Windows or Mac OS X)	291

*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from *http://support.wd.com/product/download*. Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software.

For further details, see:

- Answer ID 291 at *http://support.wd.com*
- Article IDs 314463 and # 184006 at *support.microsoft.com*

The appropriate third-party software documentation or support organization

Frequently Asked Questions

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *http://support.wd.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.0 or USB 2.0.

Q: *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

> ***Note:*** If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

A Installing the SES Driver

If you do not install the WD software, you should install the SCSI Enclosure Services (SES) driver on Windows computers to keep the hardware pop-up wizard from displaying every time you connect your My Passport drive to your computer.

> ***Note:*** The SES Driver is installed automatically when you install the WD software.

This appendix includes the following topics:

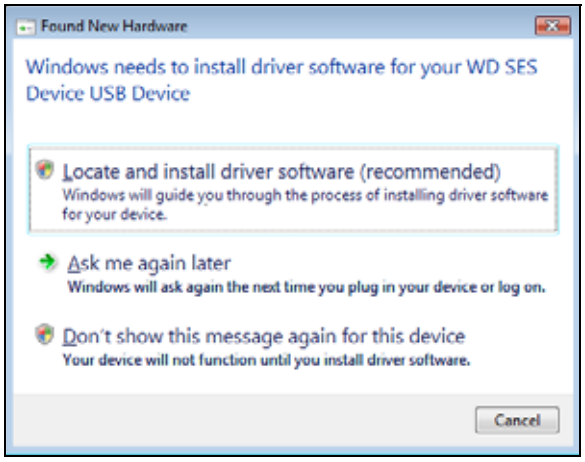
Installing on Windows Vista Computers
Installing on Windows 7 and Windows 8 Computers

Installing on Windows Vista Computers

After connecting the drive as shown in Figure 3 on page 5, the Found New Hardware screen displays.

> ***Note:*** If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware screen. If they appear, close them.

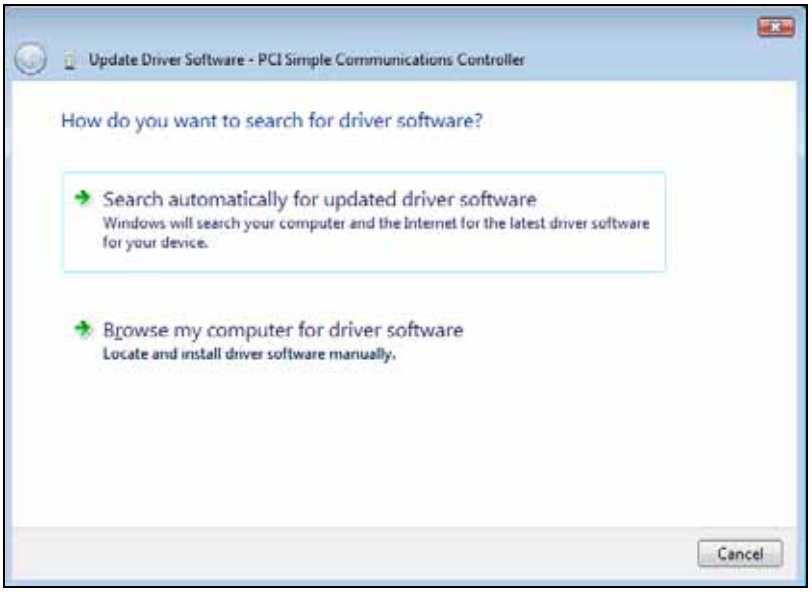
1. On the Found New Hardware screen, select the **Locate and install driver software** option:


Found New Hardware
Windows needs to install driver software for your WD SES Device USB Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

2. On the Insert the disc... dialog, select the **I don't have the disc...** option and click **Next**:

Found New Hardware - WD SES Device USB Device
Insert the disc that came with your WD SES Device USB Device
If you have the disc that came with your device, insert it now. Windows will automatically search the disc for driver software.
I don't have the disc. Show me other options.
Next
Cancel

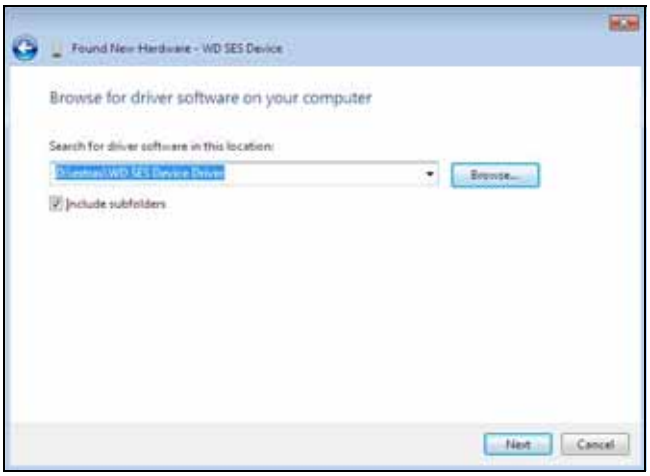
3. Windows displays the Update Driver Software... screen:


Update Driver Software - PCI Simple Communications Controller
How do you want to search for driver software?
Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device.
Browse my computer for driver software
Locate and install driver software manually.
Cancel

4. On the Update Driver Software... screen:

IF your computer is . . .	THEN . . .
Connected to the Internet,	Select the **Search automatically...** option. Windows automatically: ■ Connects to Windows Update ■ Finds, downloads, and installs the SES driver

(Continued)

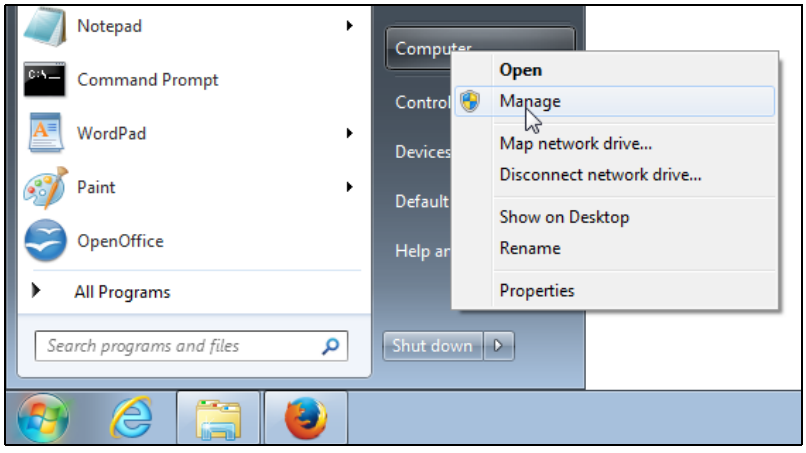
IF your computer is . . .	THEN . . .
Not connected to the Internet,	Select the **Browse my computer...** option, browse to **Computer** and: a. Double-click the My Passport drive. b. Double-click the Extras folder c. Select **WD SES Device Driver** d. Click **Next**: 

5. When the installation completes, click **Close**.

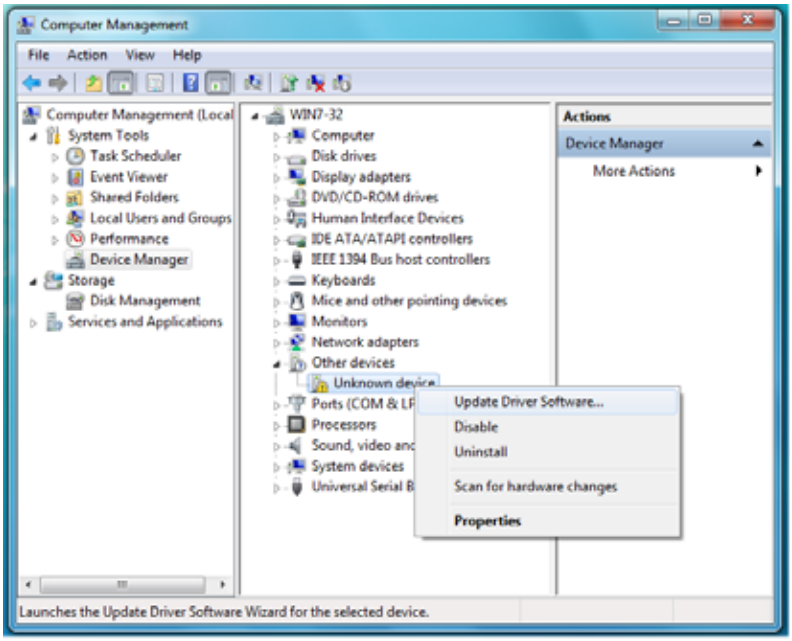
Installing on Windows 7 and Windows 8 Computers

After connecting the drive as shown in Figure 3 on page 5, use the Windows Computer Management utility to install the SES driver:

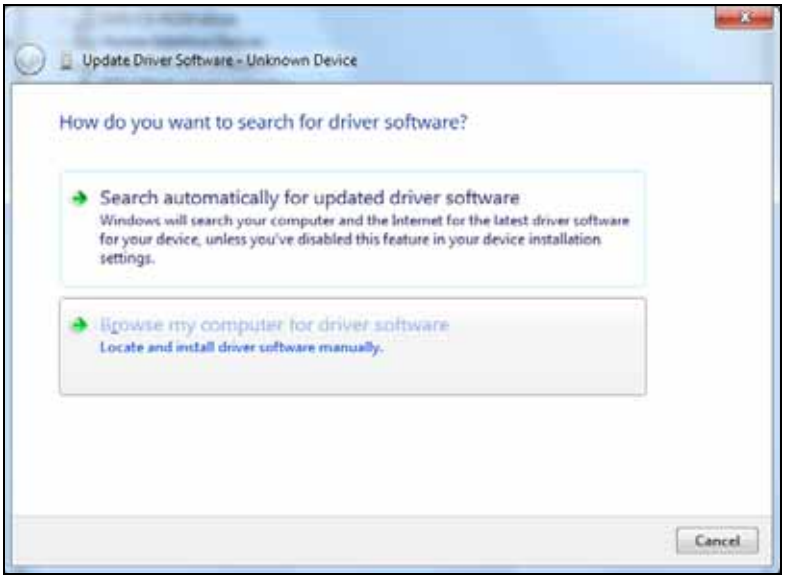
1. Click the Start icon, right-click **Computer**, and select **Manage**:



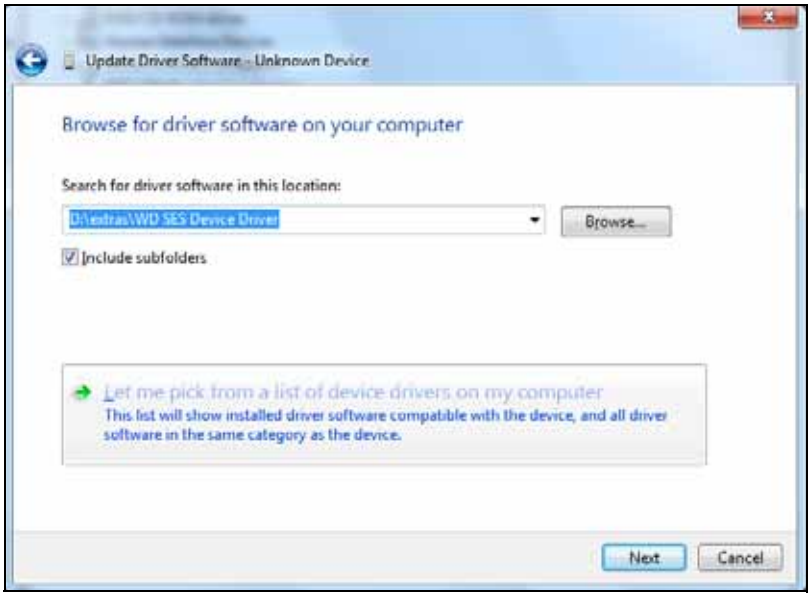
2. On the Computer Management screen, under Computer Management (Local), click **Device Manager** > **Unknown Device** and right-click **Update driver software**:



3. On the Update Driver Software screen, click **Browse my computer for driver software**:


Update Driver Software - Unknown Device
How do you want to search for driver software?
Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
Browse my computer for driver software
Locate and install driver software manually.
Cancel

4. Browse to **Computer,** double-click the My Passport drive, double-click the Extras folder, and select **WD SES Device Driver**:


Update Driver Software - Unknown Device
Browse for driver software on your computer
Search for driver software in this location:
D:\extras\WD SES Device Driver
Browse...
Include subfolders
Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next
Cancel

5. Click **Next**.
6. When the installation completes, click **Close**.

B

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로가정에서사용하는것을목적으로하며, 모든지역에서사용할수있습니다

Environmental Compliance (China)

有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr (VI))	多溴化联 （二）苯 (PBB)	多溴化 二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

O: 表示有毒有害物质在该部件的所有均质材料中的含量均低于
SJ/T11363-2006 标准规定的限量要求以下。

X：表示该有毒有害物质至少在该部件的某一均质材料中的含量超出
ST/T11363-2006 标准规定的限量要求。

（在此表中，企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。）

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *http://support.wd.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wd.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD, is counterfeit or fake, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wd.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

GNU General Public License ("GPL")

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